



# Client Concern (Notification To TACT/IPU) Procedure

Procedure Number  
*CHC-MHS-0029*

Version Nos:  
**5**

## 1. Purpose

This Procedure outlines the process that Case Managers use in order to inform both TACT and IPU staff about clients who may present after hours requiring telephone triage and/or crisis management.

## 2. Application

This Procedure is to be followed by all staff throughout the West Coast District Health Board (WCDHB) Mental Health Service (MHS).

## 3. Definitions

For the purposes of this Procedure:

**Client Concern** is taken to mean any client who is at risk of worsening mental health, and who may require either telephone support or TACT involvement to assist them in keeping themselves safe (both after hours or over the weekend period).

## 4. Responsibilities

For the purposes of this Procedure:

**Case Manager** is responsible for alerting both TACT and IPU staff about the client of concern and for formulating a crisis management plan with the client

**IPU staff** are responsible for the after hours (2300-0800hrs) telephone triage process, which includes brief supportive intervention over the phone to support the client manage their situation (*does not include telephone counselling*)

**TACT staff** are responsible for responding to requests for after hours reassessment and intervention that fits with the individual crisis and risk management plan. This includes DAO activity to facilitate MHA processes.

## 5. Resources Required

This Procedure requires:

- i) WCDHB MHS Treatment and Recovery Plan
- ii) WCDHB MHS Risk Assessment and Management Plan

## 6. Process

- 1.00 Where a Case Manager believes that a client, for whom they are responsible, may deteriorate after-hours or over the weekend:
  - they will review the crisis management plan with the client and assist them develop strategies for coping with increase distress
  - review the risk assessment and risk management plan
  - discuss the adapted plans with the client's family (if appropriate)



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- 1.01 The Case Manager will contact TACT to inform them of their concerns about the client, and provide clear documentation.
- 1.02 The Case Manager will provide both TACT with a brief outline of the client's current situation and the expectation regarding out of hours contact. They will provide a copy of the updated;
  - Risk Assessment and Risk Management Plan,
  - Crisis Management and Relapse Prevention Plan.
- 1.03 It is the Case Manager's responsibility for ensuring that a more detailed crisis management plan is developed for client with complex and recurring crisis needs (includes the High Risk Management group of clients).
- 1.04 TACT staff on receiving the above documentation will lodge the information in the Triage / Crisis folder. The details of the 'client of concern' will be included in the handover information.
- 1.05 TACT staff will provide the IPU staff with details of the 'clients of concern' prior to finishing their evening duties.
- 1.06 If the client does contact the service out of hours, a record of that contact (triage only or triage plus TACT) will be sent through to the Case Manager for inclusion in the clinical record.

### 7. Precautions And Considerations

- ➔ Potentially high risk situation should be attended to **within hours** when a full range of service is available, it is not acceptable to leave such situation for another team to attend to after hours.
- ➔ Potentially high risk situation **out of hours** should not be left for the CMH team to attend to in hours.
- ➔ Case Managers are responsible for assisting the client develop appropriate strategies that may be useful in ameliorating any crisis. The Case Manager will assist the client and their families understand the limited nature of the after hours service.
- ➔ IPU triage incoming calls for assistance, and are responsible for ensuring that TACT assistance is requested appropriately. If the matter is **non-urgent** IPU staff **do not** need to contact the on call TACT member to report triage calls.
- ➔ TACT will assist in the direct management of risk situations, including Mental Health Act processes, particularly when out of hours admission may be required

### 8. References

There are no references associated with this Procedure



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### 9. Related Documents

WCDHB MHS Triage – After Hours Procedure

WCDHB MHS Risk Assessment and Risk Management Plan

WCDHB MHS Crisis and Relapse Prevention Plan

<b>Revision History</b>	<b>Version:</b>	5
	<b>Developed By:</b>	1CF Project Team
	<b>Authorised By:</b>	General Manager – Mental Health
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